Conventions Used in this User's Guide

The following summarizes the conventions used in this User's Guide:

- Initial Caps are used for SoundPoint Pro features such as the Speed Dial directory and Call History directory.
- *Italics* are used for notes to provide additional information about a function or process.
- **UPPERCASE BOLD** is used to indicate buttons found on SoundPoint Pro.

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SoundPoint Pro Introduction

Chapter 1

Welcome

And thank you for selecting SoundPoint Pro®. SoundPoint Pro combines Polycom's corporate-quality audioconferencing and a full business feature set for the home or small office. SoundPoint Pro is clearly the best choice in office communications.

Here are some of the features SoundPoint Pro delivers:

- Full-Duplex Conference Phone
- Up to 4-way Integrated Conference Bridging
- 20 Number Programmable Speed Dial
- RCA Jack for Recording Calls
- Integrated Caller ID and Caller ID on Call Waiting
- 99 Number Caller History
- 4-Way Independent Volume Control with Memory
- Distinctive Rings for Each Line
- Integrated headset amplifier, key pad activation, and headset hanger
- Any Key Dialing
- Key pad-activated rear mic for group conferencing

SoundPoint Pro is designed for you by Polycom—the World's number one provider of audioconferencing products. From small companies to the Fortune 500, from the smallest conference rooms to the largest boardrooms, you will find more Polycom conferencing products in more places than all of our competitors combined.

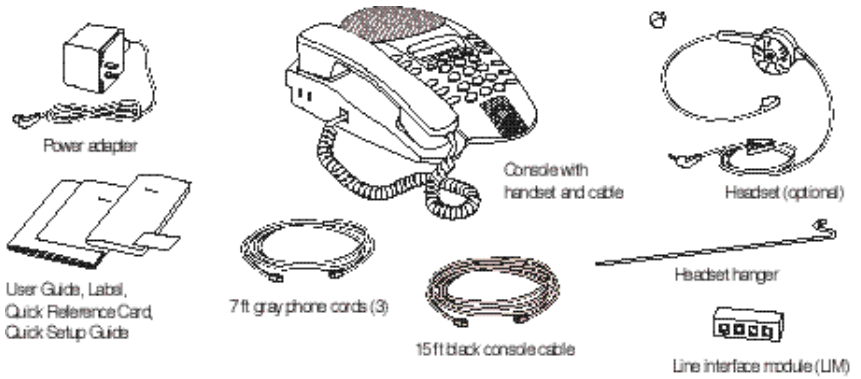
And now we've designed SoundPoint Pro for you, with the same proven technology and high-quality standards that has made us the most widely used conferencing product line in the World.

The Quick Setup Guide enclosed will have you up and running right away. The Quick Reference Guide provides a summary of the most commonly used features, including a description of the functionality of each key on the phone. Detailed information about features and using your SoundPoint Pro is available in this User's Guide.

Unpacking

The following items are included in your SoundPoint Pro. Check the list before installation to assure that all items are accounted for. If you are missing any items, contact your SoundPoint Pro distributor.

1. Quick Setup Guide
2. SoundPoint Pro console
3. Handset and Handset cord
4. Power adapter
5. Line Interface Module (LIM)
6. (3) 7 ft Gray Phone Cords
7. (1) 15 ft Black Console Phone Cable
8. Label (Quick Reference Numbers)
9. User Guide
10. Quick Reference Card
11. Headset Hanger



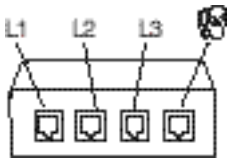
Installation of SoundPoint Pro is easy. Refer to the Quick Installation Sheet that came with your phone, or follow the directions below.

Preparing for Installation

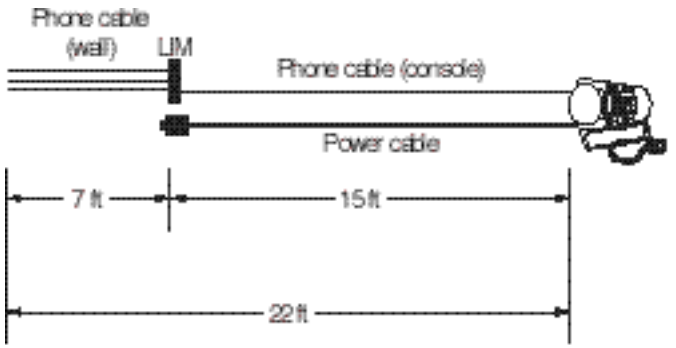
Preparing to install your phone includes deciding where you want to install the phone, locating the power outlet closest to your phone, locating your existing telephone wall jack(s) in your home or office, and determining how your telephone lines are configured with your telephone jacks. Three examples are shown, with 3 different configurations of wall jack(s).

SoundPoint Pro's Line Interface Module (LIM) allows you to connect multiple telephone lines to SoundPoint Pro, with only one cable connecting to the console.

Note: If one or more of your telephone lines are terminated on one telephone cable, you may wish to connect the console cable directly to the single telephone jack, without using the LIM (see Setup 2).



The following diagram shows the standard cable lengths to help you plan your configuration. If you require longer cables, you can find them at most hardware and electronics stores.

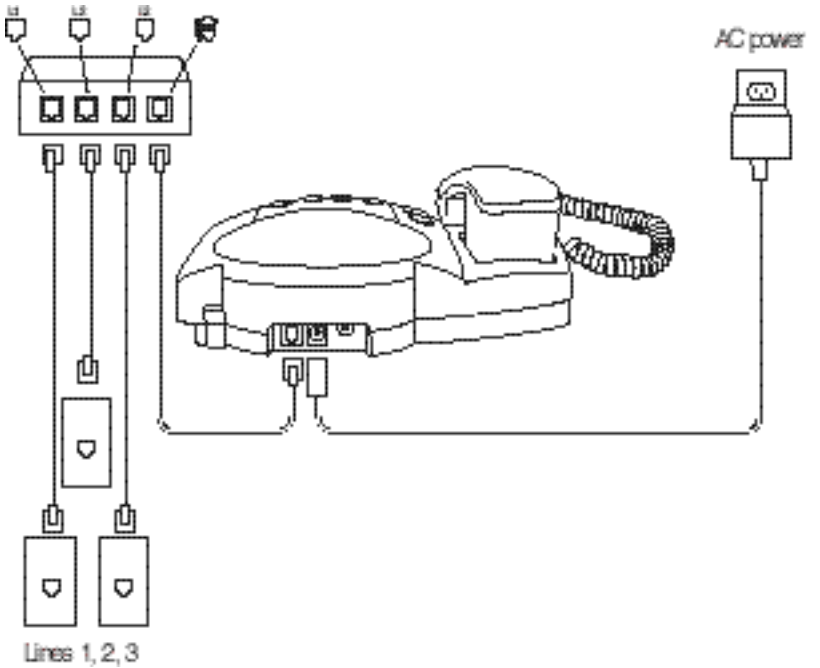


Note: All telepho cables are 6-wire

Installing the Phone

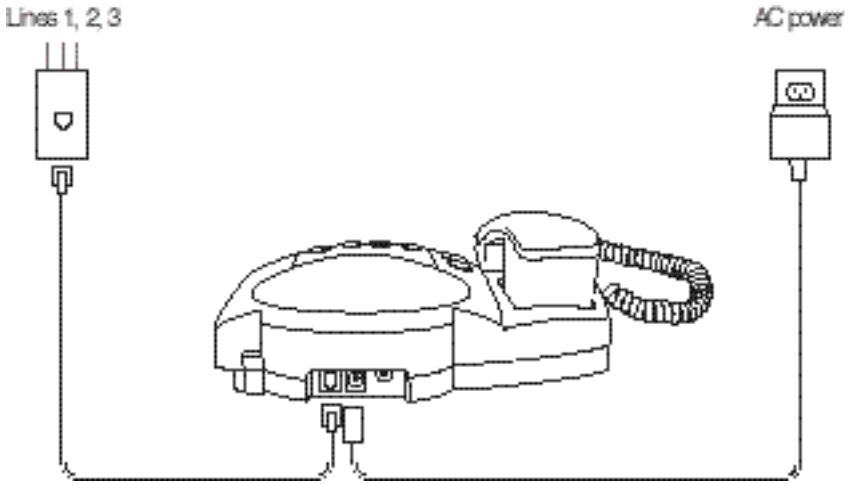
Setup 1 - Three lines, three jacks.

1. Plug one end of a gray telephone cord into the wall jack and the other end into line port L1 of the LIM.
2. Repeat step 1 for lines 2 and 3:
   - For line 2, connect a second wall jack to port L2 of the LIM.
   - For line 3, connect a third wall jack to port L3 of the LIM.
3. Connect one end of the SoundPoint Pro black console telephone line to the LIM and the other end to the console.
4. Connect the Power Adapter cord to the SoundPoint Pro console, and plug the power brick into the electrical outlet.



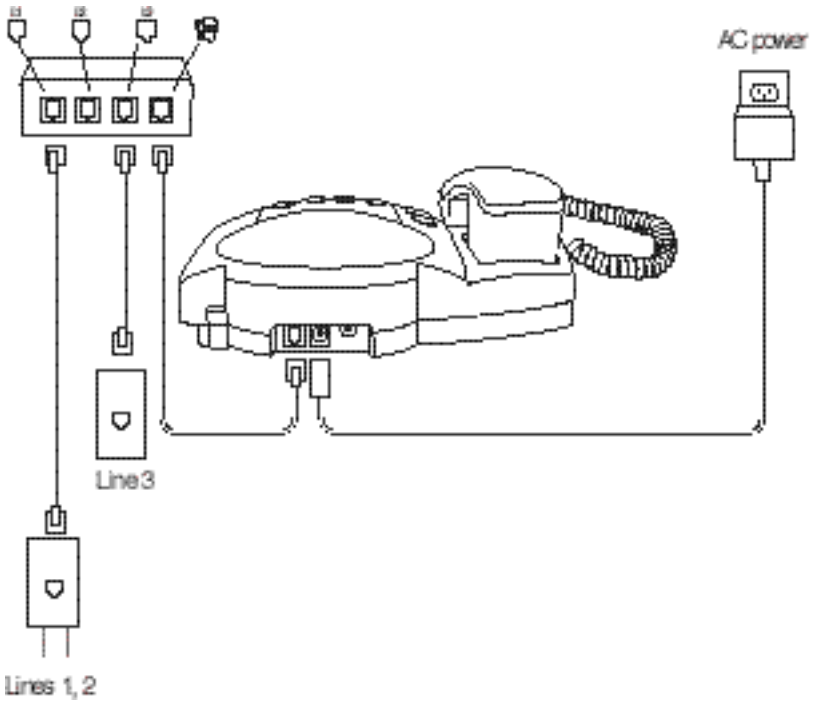
Setup 2 - One or more lines, one phone jack.

1. Plug one end of the black console cable into the wall jack and the other end directly into the console.
2. Connect the Power Adapter cord to the telephone console, and plug the power brick into the electrical outlet.



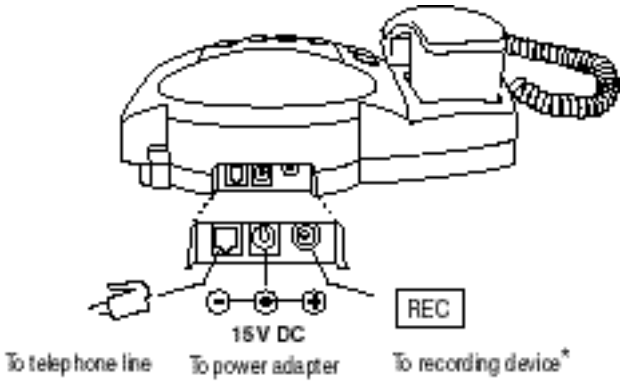
Setup 3 - Two lines on one jack, single line on another

1. Plug one end of a gray telephone cord (for both lines 1 and 2) into a wall jack and the other end into line port L1 of the LIM.
2. Plug one end of a gray telephone cord for line 3 into the wall jack and the other end into line port L3 of the LIM.
3. Connect one end of the SoundPoint Pro black console telephone line to the LIM and the other end to the console.
4. Connect the Power Adapter cord to the telephone console, and plug the power brick into the electrical outlet.



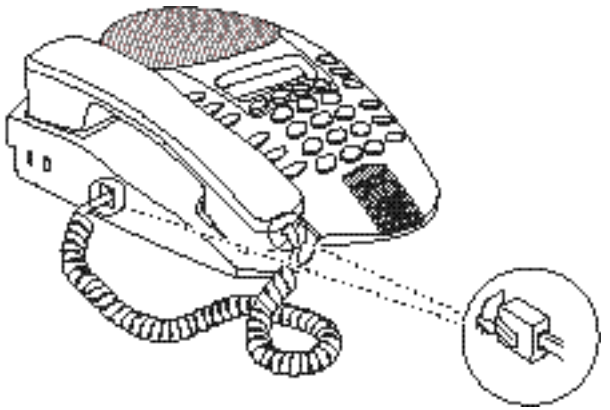
Connections for Phone, Power, Headset, and Tape Recorder

Phone and Power Connections



***** *Note: Plug one end of an RCA-type connector into the jack on a tape recorder unit labeled* **AUX IN** *and the other end into the recording device connector on SoundPoint Pro.*

Handset Connection



Headset Connection (Headset purchased separately)

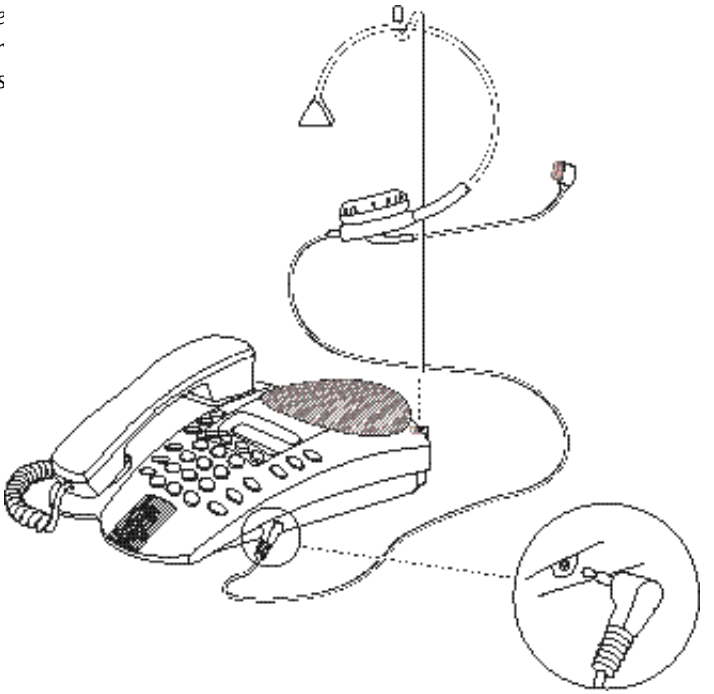
2.5mm (standard) headsets plug into the jack at the right front of the console. No amplifier is required for headsets with a 2.5mm stereo interface cable.

Headsets that connect to a handset port require their own audio amplifier installed according to directions from the manufacturer. **The HEADSET activation key on the console will not work with headsets connected to the Handset port**.

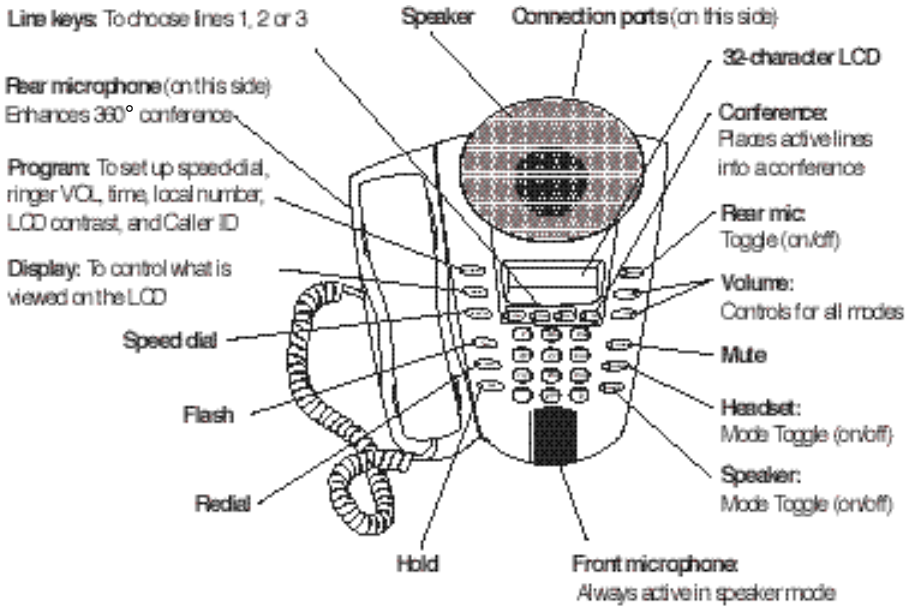
Hanger

To keep the headset out of the way when not in use, insert the hanger into the opening at the right rear of the console.

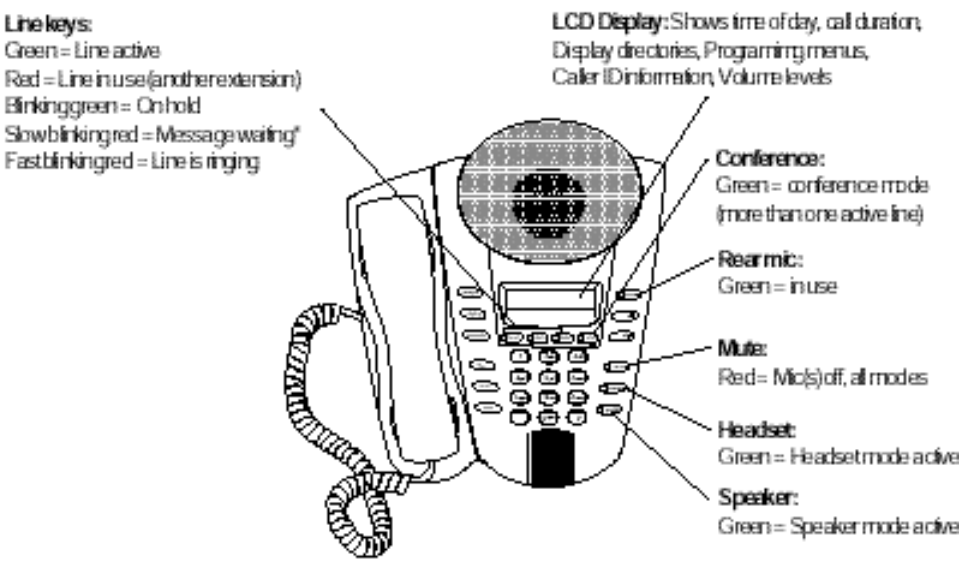
Note: Se for infor headsets



Keys/Features



LEDs and LCD


Line keys:
Green = Line active
Red = Line in use (another extension)
Blinking green = On hold
Slow blinking red = Message waiting*
Fast blinking red = Line is ringing
LCD Display: Shows time of day, call duration,
Display directories, Programming menus,
Caller ID information, Volume levels
Conference:
Green = conference mode
(more than one active line)
Rear mic:
Green = in use
Mute:
Red = Mic(s) off, all modes
Headset:
Green = Headset mode active
Speaker:
Green = Speaker mode active

*Message waiting (for selected PBX's)

Chapter 2

Operation Tips for Using the Line Keys

Tip 1: When a **LINE** key is pressed while another line is active (but not on Hold), the line that was active will disconnect automatically. Place active line(s) on Hold prior to activating another line.

Tip 2: When the **CONFERENCE** key is pressed all active lines and lines on Hold are linked in the conference.

Tip 3: When the **HOLD** key is pressed, all active lines are placed on Hold. Inactive lines remain inactive.

Tip 4: If no **LINE** key is selected, SoundPoint Pro defaults to the Primary Line. (See programming for setting Primary Line.)

Tip 5: If SoundPoint Pro is hung up (placed on-hook in any mode, or an active line key is pressed), active lines are disconnected, but lines on Hold remain on Hold. (You must hang up any lines on Hold, or they will continue holding.)

	Making Calls	Answering Calls	Hanging Up
Handset	Pick up the handset; listen for the dial tone.	Pick up the handset	Hang up (replace) the receiver
Headset	Put on headset, press the **HEADSET** key, and listen for the dial tone.	Press the **HEADSET** key on the console (make sure our headset is on first!)	Press the **HEADSET** key.
Speaker	Press the **SPEAKER** key; listen for the dial tone.	Press the **SPEAKER** key on the console.	Press the **SPEAKER** key.
Notes	Pressing a **LINE** key will activate the phone in Speaker Mode for that line.	Pressing a **LINE** key for a line that is ringing will cause the phone to go off-hook in Speaker Mode for that line.	Pressing a **LINE** key for an active line will hang up the line as well.

Changing Modes

To switch between modes at any time during a call

From	To	Action
Handset	Speaker	Press **SPEAKER** key; hang up handset
Handset	Headset	Press **HEADSET** key; hang up handset
Headset	Speaker	Press **SPEAKER** key
Headset	Handset	Pick up handset
Speaker	Handset	Pick up handset
Speaker	Headset	Press **HEADSET** key

More on Making Calls

Selecting a line

Pressing a **LINE** key under the LCD screen will activate that line for the mode you are currently using: handset, speaker, or headset. If no mode is selected, pressing a **LINE** key will cause that line to go active in Speaker mode by default.

The green LED on the **LINE** key indicates that it is in use.

IMPORTANT: As a rule, once a line is activated it must be placed on Hold prior to activating another **LINE** key, or that line will be disconnected.

More on Answering Calls

SoundPoint Pro will automatically select the ringing line when you answer. It is not necessary to select the ringing line first.

Answering when more than one incoming line is ringing

The line that is engaged first will ring and the red LED will blink. The second line's LED will blink, but no audible ring will be heard.
When the phone is answered, preference will be given to the primary line. If no primary line has been programmed, the lowest-numbered line will be selected first (i.e. line 1 before line 2).

Second calls on an inactive line

If you are already engaged in a call and another call comes in on a line you are not using, you will be prompted with a low volume ring, and the LED indicator for the incoming line will blink. If you subscribe to Caller ID on call waiting, SoundPoint Pro will display Caller ID information for the incoming call. To answer the call:

Place your call on hold with the **HOLD** key, then press the **LINE** key with the red blinking LED (ringing), and begin speaking.

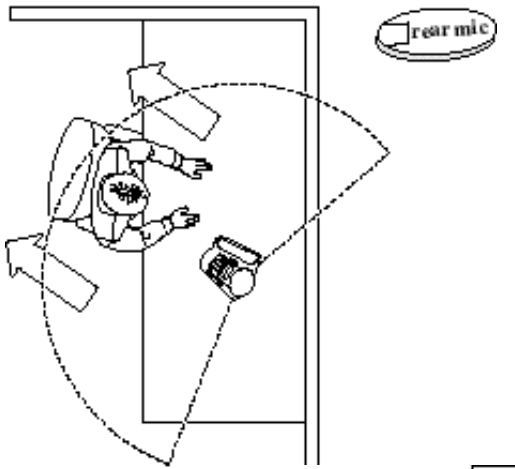
Microphones

SoundPoint Pro has two microphones. The rear microphone is activated from the key pad to maximize microphone coverage for group conferences. When it is not activated, SoundPoint Pro is optimized for individual use with the front microphone.

When using Speaker Mode individually, turning off the rear microphone reduces background noise.

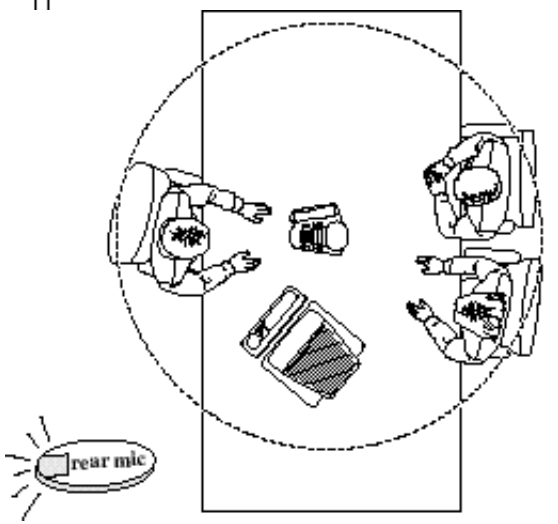
Individual Mode

The rear microphone is off, and audio pickup and quality are optimized for 180°.



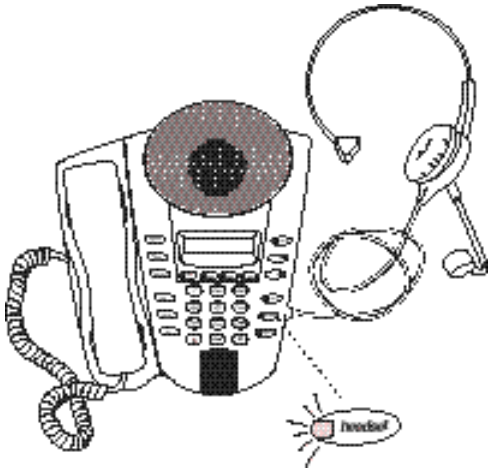
Group Conference Mode

The rear microphone is activated for 360° coverage.



Activation

Pressing the **HEADSET** key on the console activates Headset Mode. The **VOL** ▲▼ keys adjust the headset volume.



Lines

The **LINE** keys and **CONFERENCE** key located below the LCD screen control your conference. Calls can be initiated by:

1. Placing outbound call(s)
2. Receiving inbound call(s)
3. A combination of inbound and outbound call(s)

Operations

Initiating a Conference Call

Pressing the **CONFERENCE** key when lines are active establishes a conference in all modes—Speaker, Handset, or Headset. (Pressing **CONFERENCE** takes callers off Hold and brings them into the conference.)

Example: Setting up 3-way or 4-way conference calls (Conference Bridge)

1. Press **LINE 1** and dial the number of the first conference participant. When the party answers, ask him to hold while you add the other participants. Press the **HOLD** key.
2. Press **LINE 2** and dial the number of the second participant. When the party answers, ask him to hold while you add the last participant. Press the **HOLD** key.
3. Press **LINE 3** and dial the number of the third participant. When the party answers, tell him he is being added to the conference.
4. Press the **CONFERENCE** key. All participants are now in the conference.

Adding a Caller on an Inactive Line

Incoming Call

1. When a new call comes in, ask active participant(s) to hold. Press the **HOLD** key.
2. Press the **LINE** key for the incoming call, to answer the call.
3. Tell the incoming caller you will add him to the conference.
4. Press the **CONFERENCE** key.

Outgoing Call

1. Ask the active participant(s) to hold while you call another participant. Press the **HOLD** key.
2. Press an inactive **LINE** key, and dial the number of the person you wish to add.
3. When the party answers, tell him he is being added to the conference.
4. Press the **CONFERENCE** key.

Conference on Hold

To put a conference call on hold, press the **HOLD** key. Participants will not be able to talk to each other. Press **CONFERENCE** to return to the conversation.

Dropping a participant

Press the **LINE** key of the participant you wish to drop from the call.

Services of a Telephone Service Provider

When you use a telephone service to set up a conference call, the **FLASH** key connects each participant. Until all participants are connected, no one can use the line.

Handset, Headset, Speaker

Press the **VOL** keys at any time during a call to adjust volume. SoundPoint Pro will store the volume level until changed.

Dial Tone

Listen for the dial tone; press the **VOL** keys to adjust the level. Then hang up or make a call.

Directory Screens

The **DISPLAY** key cycles through the default LCD display and 3 directories in both active and standby modes. The displays show:

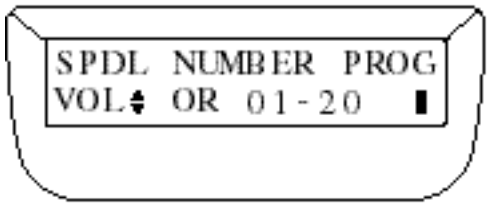
Speed Dial	SPDL
Call History	CALL
Local Phone Number(s)	TEL#
Default	LCD shows time

Displays and Directories

To setup information in a directory, press the **PROGRAM** key and follow the screen prompts, or read instructions in this User Guide under Programming. During programming, pressing the **DISPLAY** key will return you to the default display and abort programming.

Speed Dial Directory

Pressing the **DISPLAY** key once will display:



Use the **VOL** keys to scroll through the speed dial numbers, or if you know the two-digit speed dial number you wish to dial, enter the two-digit number. When you have located or entered the desired speed dial number, press the **SPEED DIAL** key.

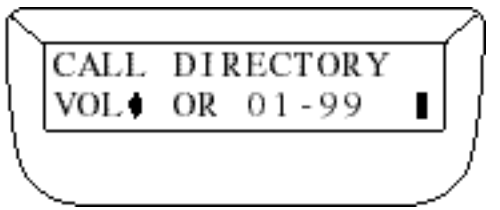
Entering the first digit of a two-digit number in the prompt displays that digit and a prompt for the second digit.

To change an entry in the Speed Dial directory, press **PROGRAM**, and follow the screen prompts or read the instructions under Programming.

Call History Directory

If you subscribe to a Caller ID service, the Call History directory displays the last 99 Caller ID entries of callers who have called you.

Pressing the **DISPLAY** key twice will display:



The Call History directory operates in the same manner as the Speed Dial Directory, with entries ranging from 01-99. Use the **VOL** keys, or enter a two-digit number, to view caller information.

When viewing the entries in the Call History Directory, the name of the caller will be displayed on the top line of the LCD display, with the bottom line of the LCD showing (1) the line number upon which the call was received, (2) date, and (3) time the call was received.

Viewing Phone Numbers in the Call History Directory

To view the phone number for a Call History entry, press the # key once.

Dialing Phone Numbers in the Call History Directory via Speed Dial

Typically, phone number strings are stored in the call history directory in 10-digit format, exactly as they appear in the Caller ID information sent over the telephone line by the Phone Company (i.e. with a 3-digit area code and 7-digit phone number). However, for the 10-digit Caller ID number to be dialed:

1. The 3-digit area code must be removed for local calls, or
2. A “1” must be added to the string for long distance calls

SoundPoint Pro allows you to do both easily.

Follow These Steps to Dial a Number Stored in the Call History Directory

1. Locate the person/entry in the call history directory you wish to call.
2. Press the **#** key once to display the 10-digit phone number string.
3. Press the **#** key once again to remove the area code (local number) or, press the **#** key twice to add a “1” in front of the area code (long distance).
4. Press the speed dial key.

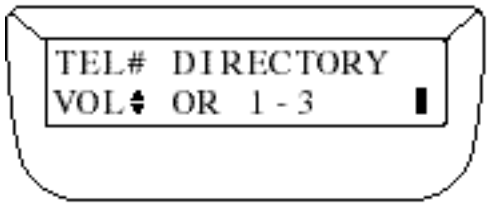
Programming Call History Entries into Speed Dial Directory

1. Locate the call history entry you wish to program as a Speed Dial entry.
2. Press **#** to display the 10-digit phone number string.
3. Press the **#** key once again to remove the area code (local number) or, press the **#** key twice to add a “1” in front of the area code (long distance).
4. Press the **PROGRAM** key to display Speed Dial programming.

5. Select the Speed Dial entry you wish to program using **VOL** OR 01-20
6. Press the **PROGRAM** key. When you see the Caller ID number, press **PROGRAM** to enter it into the Speed Dial directory. When the Caller ID name appears, Press **PROGRAM** again.

Local Phone Number Directory

Pressing the **DISPLAY** key 3 times will display:



The local number directory displays the local phone numbers for your home or office, which can be entered via the local number programming menu. Use the **VOL** keys or enter 1-3 to view the local number entries. When the line is active, that local number will be shown on the bottom of your LCD display.

Options and General Techniques

Pressing the **PROGRAM** key in Standby Mode will bring up the following options in this order:

1. Speed Dial phone numbers (20)
2. Ring Volume (can be programmed differently for each line)
3. Time of day
4. Telephone numbers (home/office—local number of each line can be displayed)
5. LCD Contrast
6. Primary Line selection
7. Caller ID On/Off (for each line)

Sequence for Entering Choices

1. Press the **PROGRAM** key to advance through the 7 options.
2. Respond to the prompts on the LCD screen for the option you wish to program.
3. To enter your options and advance to the next step, press the **PROGRAM** key.
4. When all programming options are entered, press **PROGRAM** to save and exit.

*Note: Pressing the **DISPLAY** key at any time during the **PROGRAM** process, will exit you from the Program Mode without saving any data.*

Programming Basics for Speed Dial Numbers

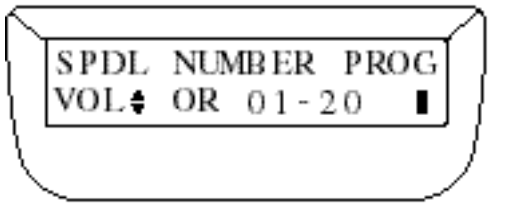
SoundPoint Pro allows you to have 20 speed dial numbers, from 01-20. Entries can have up to 23 digits for the telephone number, and 8 characters for the name. Speed Dial numbers can also be imported from the Call History directory (see page 2-12).

To set up a Speed Dial number, press **PROGRAM** to bring up the Speed Dial directory screen, then:

1. Enter a number from 01-20 (must be 2 digits).
2. Enter the telephone number to be dialed.
3. Enter a name to associate with the speed dial number.

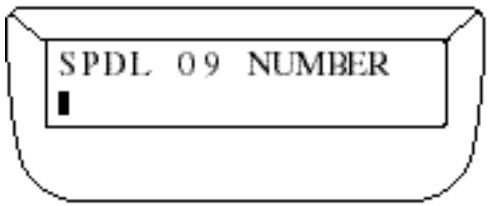
Programming Speed Dial Numbers

Pressing the **PROGRAM** key once will display:



Locate the Speed Dial number you wish to program by using the **VOL** ▲▼ keys, or entering a 2-digit Speed Dial number from 01-20. If the Speed Dial entry you select has been previously programmed, the number and name will be displayed.

Press **PROGRAM**. You will then see the following display (example).

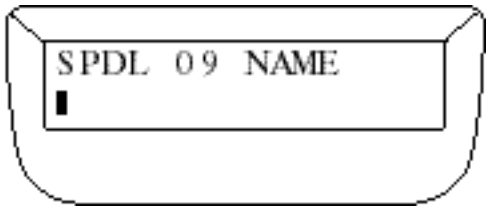


Note: Any previously stored number will appear on the botton line.

Enter the Speed Dial telephone number. After the last digit is entered, press the **PROGRAM** key to save the entry.

*Note: You can enter a 2-second pause, which will appear as a space on the LCD, by pressing the **HOLD** key.*

After the Speed Dial telephone number is entered, the LCD screen will display (example):



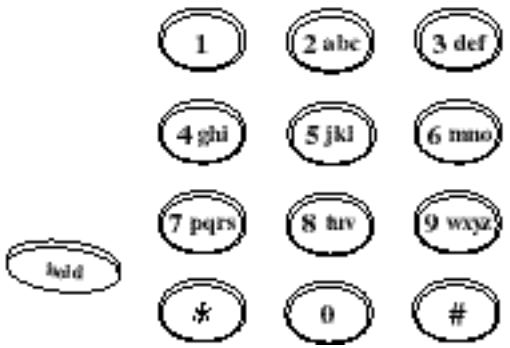
Enter the 8 characters for the Speed Dial name using keys **2-9**,

Note: Use ∗ for entering spaces, or # for entering hyphens, if desired.

When a number 2-9 is pressed, the alphabetic characters associated with that number are displayed on the LCD with the first character flashing.

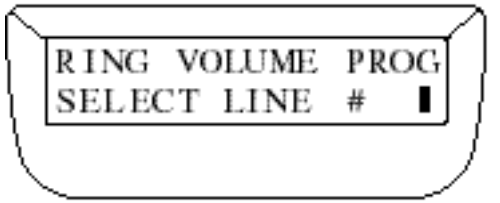
Pressing the same key again cycles through the characters associated with that key, in order.

When the first letter of the name you wish to enter is flashing, press **PROGRAM** to enter the letter. Press the next key 2-9 to locate the next letter in the name using the same method. When the next desired letter is flashing, press **PROGRAM** again. Repeat for all the letters. When up to 8 characters of the desired name appear on the LCD screen, press **PROGRAM** twice to save the entry.



Ring Volume

Press the **PROGRAM** key until you see:

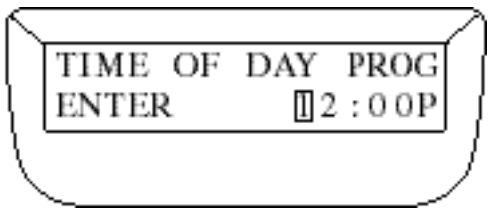


1. Select line 1, 2, or 3 on the key pad (Selecting a **LINE** key under the LCD screen will abort programming and make the selected line active).
2. When the Ring Volume bar is displayed, use the **VOL** ▲▼ keys to adjust the audible ring.
3. Press the **PROGRAM** key to save and exit.

Repeat this process as desired for other lines.

Time of Day

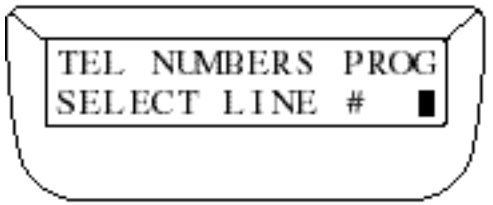
Press the **PROGRAM** key until you see:



1. Enter the correct time.
2. Press the Program key again to save and exit.

Telephone Number

Press the **PROGRAM** key until you see:

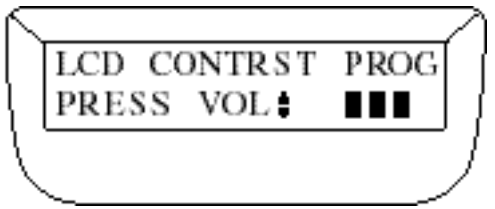


1. Select line 1, 2, or 3 on the key pad. (Selecting a **LINE** key under the LCD screen will abort programming and make the selected line active). Any previously programmed number will be displayed.
2. Enter the phone number
3. Press the **PROGRAM** key again to save and exit.

Repeat this process as desired for other lines.

LCD Contrast

Press the **PROGRAM** key until you see:

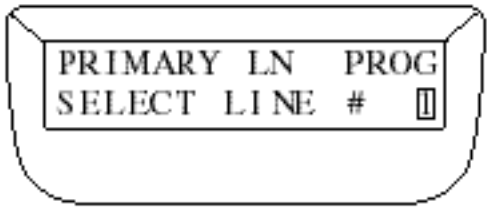


1. Use the **VOL** keys to adjust the LCD to the desired contrast.
2. Press the **PROGRAM** key again to save and exit.

LCD Contrast actually adjusts the optimal view angle for the LCD, depending on your juxtaposition to the LCD. Experiment with raising and lowering your eye level while adjusting the LCD, until you find the optimal setting.

Primary Line

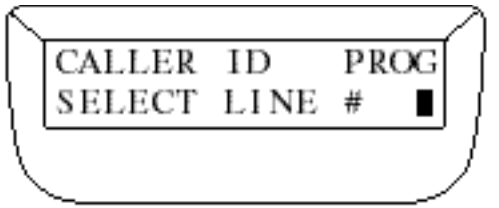
Press the **PROGRAM** key until you see:



1. Enter the line number you wish to be your Primary Line.
2. Press the **PROGRAM** key again to save and exit.

Caller ID On/Off

Press the **PROGRAM** key until you see:



1. Caller ID defaults to On, press * to turn it Off, or # to turn it On.

Note: If you do not have Caller ID services on the line, turning Caller ID Off will eliminate the message "NO CALLER ID MSG" on your LED display.

2. Press the **PROGRAM** key again to save and exit.

Chapter 3

Troubleshooting will help you overcome difficulties occurring during installation and normal use.

No Dial Tone

1. Check the connections of the telephone lines to the LIM, and make sure that the connections are secure at both the wall jack, and on the LIM. Repeat the process for the telephone connection from the LIM to the console, and make sure both ends of the console cable are securely plugged in.
2. Make sure the power cable is connected to the console, and the power adapter is plugged securely into a working wall outlet or power strip.
3. If you are not receiving dial tone on a headset, but you can hear dial tone on the handset and speaker, make sure the 2.5mm connector is plugged securely into the headset jack on the console.
4. Try a different phone line.

In Speaker Mode: Short Silences, Echoes, or Clipped Speech

- At the beginning of a call, allow someone at each location to speak in turn for a few moments, to enable SoundPoint Pro to adapt to its environment.
- Don't move the SoundPoint Pro console when it is in use.
- Do not cover or block the microphone(s) with hands, papers, cups, etc. during use.

Difficulty for You and The Other Party to Hear Each Other

- Noisy equipment, such as a copy machine, may make it difficult for you to hear the other party. Both parties should turn off any noisy equipment.
- Try calling again to see if another line provides a better connection.
- Check that the power adapter is plugged into a working outlet, and the power plug is securely plugged into the console.

You Can't Hear

Use the **VOL** keys to adjust the volume of the handset, headset, or speaker.

Your Caller Can't Hear You

1. If using the handset, check the handset cord connections.
2. Be sure that the phone is not on Mute, as indicated by the lit LED on the **MUTE** key.
3. If using a headset, check the connection to the console and make sure that the microphone is properly positioned in front of your mouth.
4. If using the speaker, and the listener is having trouble hearing participants seated behind the phone, activate the rear microphone.

Blank Display

- Check that the power adapter is plugged into a working outlet, and the power plug is securely plugged into the console.

Physical Damage

- If physical damage is severe enough that the internal parts become visible, disconnect SoundPoint Pro immediately. Do not reconnect it to the network until SoundPoint Pro has been repaired.
- If you need more help, call your dealer, or call Polycom Technical Support at: 1-800-451-0995.

Chapter 4

Intended Use

Important Safeguards

Before operating this product, please read the entire manual thoroughly. The SoundPoint Pro was designed, built and tested for use indoors using Polycom brand accessories and peripherals and nominal local voltages. The use of other equipment with this product, outdoor operation or different voltages has not been tested and could damage it or peripheral equipment and/or create a potentially unsafe operating condition.

1. Read and understand all instructions before using. Pay particular attention to areas labeled as Warnings or Cautions.
   - **Warning** - Indicates a potentially hazardous situation which, if not avoided, could result in death or injury.
   - **Caution** - Indicates a potentially hazardous situation which , if not avoided, could result in minor or moderate injury. It may also be used to alert against unsafe practices.
2. Close supervision is necessary when any equipment is used by or near children.
3. Do not operate this product with a damaged cord or if it has been dropped or damaged - until it has been examined by a qualified service technician.
4. Position the cord so that it will not be tripped over, pulled or contact hot surfaces.
5. If an extension cord is necessary, a cord with a current rating at least equal to that of the product should be used. Cords rated for less amperage than the product may overheat.
6. To reduce the risk of electric shock, do not immerse this product in water or other liquids.
7. To reduce the risk of electric shock, do not disassemble this product. Take it to a qualified technician when service or repair work is required. Incorrect reassembly can cause electric shock.
8. The use of an accessory attachment not recommended by the manufacturer may cause a risk of fire, electric shock or injury.
9. Keep ventilation openings free of any obstructions.
10. Do not place this product on an unstable cart, stand or table. Doing so may cause the product to fall, causing serious damage.
11. If this product does not operate normally, see “In Case of Difficulty” on page 1-5.
12. Do not overload wall outlets and extension cords as this can result in increased risk of fire or electric shock.

13. Do not disassemble this product, but return to Polycom Certified Service Center when service or repair is required.
14. Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightening.
15. Do not use a telephone in the vicinity of a gas leak.

Save these Instructions

The information contained in this manual will help you operate and maintain your SoundPoint Pro.

FCC Rules

This equipment complies with Part 68 of the FCC Rules. On the bottom of the base of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for the equipment. You must, upon request, provide this information to your telephone company. **(Note: REN is not required for some types of analog or digital facilities.)**

This equipment uses an RJ11.

An FCC compliance telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. See installation instructions for details.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all those devices ring when your telephone number is called. In most, but not all areas, the sum of the REN’s of all devices connected to one line should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area. **(NOTE: REN are associated with loop-start and ground-start ports. Do not use for E&M or digital ports.)**

If your telephone equipment causes harm to the telephone network, the Telephone Company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with the SoundPoint Pro, please contact Polycom for information on obtaining service or repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

No user serviceable parts are contained in this equipment.

This equipment may not be used for coin service provided by the telephone company.

Connection to party lines is subject to state tariffs **(contact the state public utility commission, or corporation for information)**.

Canadian Department of Communication Notice

Notice: The Canadian Department of Communications (DOC) label identifies certified equipment. This certification means that the equipment meets certain telecommunication network protective, operational and safety requirements. The department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment make sure you are permitted to connect it to the facilities of the local telecommunications company. You must install the equipment using an acceptable method of connection. In some cases you may also extend the company's inside wiring for single line individual service by means of certified connector assembly (telephone extension cord). You should be aware, however, that compliance with the above condition may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designed by the supplier. Any repairs or alterations made by a user to this equipment, or equipment malfunctions, may give the telephone communications company cause to request the user to disconnect the equipment.

For your own protection, make sure that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Do not attempt to make electrical ground connections yourself, contact the appropriate electric inspection authority or an electrician.

Notice: The load number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to the telephone loop used by the device to prevent overloading. The termination on a loop may consist of any combination of devices, subject to the requirement that the total of the load numbers of all the devices does not exceed 100.

Polycom Limited Warranty and Limitation of Liability

Polycom warrants you, the customer, that your system will be in good working order on the date Polycom or its authorized reseller delivers or installs the system, whichever is later ("Warranty Date"). If you notify Polycom or its Authorized Dealer within one year of the Warranty Date that your system is not in good working order, Polycom will, without charge to you, repair or replace, at its option, the system components that are not in good working order. Repair or replacement parts may be new or refurbished and will be provided on an exchange basis. If Polycom determines that your system cannot be repaired or replaced, Polycom will remove the system and, at your option, refund the purchase price of your system or apply the purchase price towards the purchase of another Polycom system. If you purchased your system directly from Polycom, Polycom will perform warranty repair in accordance with the terms and conditions of the specific type of Polycom maintenance coverage you selected. A written explanation of Polycom's types of maintenance coverage may be obtained from Polycom by calling 1.800.451.0995 (in the continental U.S. only). If you purchased your system from an Polycom Authorized Dealer, contact your reseller for the details of the maintenance plan applicable to your system.

This Polycom limited warranty covers damage to the system caused by power surges.

Unless otherwise expressly agreed to in a written agreement signed by Polycom, Polycom will not be responsible under this limited warranty for damages resulting from:

- Failure to follow Polycom's installation, operation, or maintenance instructions.
- Unauthorized system modification, movement, or alteration.
- Unauthorized use of common carrier communication services accessed through the system.
- Abuse, misuse, negligent acts or omissions of the customer and persons under the customer's control; or
- Acts of third parties and acts of God.

Polycom's obligation to repair, replace, or refund, as set forth above, is your exclusive remedy.

Except as specifically set forth above, Polycom, its affiliates, suppliers, and dealers make no warranties, express or implied, and specifically disclaim any warranties of merchantability or fitness for a particular purpose.

Limitation of Liability

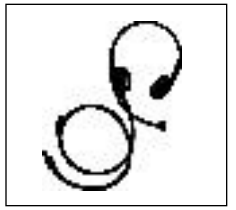
Except as provided below, the liability of Polycom and its affiliates and suppliers for any claims, losses, damages, or expenses from any cause whatsoever (including acts or omissions of third parties), regardless of the form of action, whether in contract, tort, or otherwise, shall not exceed the lessor of: (1) the direct damages proven; or (2) the repair cost, replacement cost, license fee, annual rental charge, or purchase price, as the case may be, of the equipment that gives rise to the claim. Except as provided below, Polycom and its affiliates and suppliers shall not be liable for any incidental, special, reliance, consequential, or indirect loss or damage incurred in connection with the equipment. As used in this paragraph, consequential damages include, but are not limited to, the following: lost profits, lost revenues, and losses arising out of unauthorized use (or charges for such use) of common carrier telecommunications services or facilities accessed through or connected to the equipment. For personal injury caused by Polycom's negligence, Polycom's liability shall be limited to proven damages to person. No action or proceeding against Polycom or its affiliates or suppliers may be commenced more than twenty-four (24) months after the cause of action accrues. THIS PARAGRAPH SHALL SURVIVE FAILURE OF AN EXCLUSIVE REMEDY.

Chapter 5

Three Basic Types of Headsets

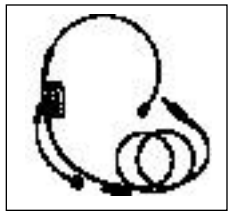
Binaural Headsets

Binaural headsets are held on by a “headband” and provide sound to, and covers, both ears. This usually blocks out background noise better than the other types.



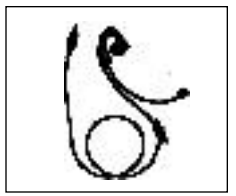
Monaural Headsets

Monaural headsets are also held in place by a headband, but cover just one ear. The single earpiece can sit in the ear, actually fitting into the ear canal with a microphone attached, or another style fits outside the ear, and uses an earpad, or “leatherette”.



“In-The-Ear” Headsets

“In-the-ear” headsets actually fit in, or over the ear, or grasp the ear itself to stay in place. These headsets are popular with people who would like to avoid the adverse effects of the other types of headsets on hairstyles, etc.



Headset Selection

If you are interested in purchasing a headset, you should decide which type is best for you (above), and also base your decision on:

Sound Quality

Some headset manufacturers use noise reduction technology to enhance sound quality. Like high-quality conferencing equipment, good sound quality on a headset can improve productivity, and the make daily business communications more enjoyable.

Comfort/Wearability

Headsets are traditionally worn by people who are on the phone a lot, so choosing one that’s comfortable, and stays that way, makes a big difference. Make sure that the headset you chose is comfortable to wear, and maintains its shape when it’s not on your head.

Durability

Make sure that the headset you chose is tough enough to withstand a fair amount of punishment. Headsets should stand up to twisting and stretching, and in home offices, being played with by the kids!

Cleanability

Headsets that have removable microphone and earpads allow for easy cleaning or even replacement. If you will be using your headset a lot, be sure to look for one that is easy to keep clean.

Warranty

If your headset breaks, you will want to get it replaced. Look for a headset with a good warranty—it often reflects how confident the manufacturer is in the durability of the product!